



## COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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John W. Hickenlooper, Governor • Susan E. Birch MBA, BSN, RN, Executive Director

September 12, 2011

RE: CHP+ vendor (MAXIMUS) and the Overflow vendor (Integrated Document Solutions)

Dear County and Medical Assistance Site Director:

It has been brought to the Department's attention that there is confusion regarding the CHP+ vendor (MAXIMUS) and the Overflow vendor (Integrated Document Solutions (IDS)). To help facilitate a more collaborative working relationship between the vendors and our county partners, we are providing some history and a clarification of vendor roles and responsibilities.

### **CHP+ Vendor (MAXIMUS)**

In July 2010, MAXIMUS was awarded the contract to provide eligibility and enrollment services as the Department's CHP+ vendor. To serve as an effective eligibility and enrollment vendor, MAXIMUS operates a toll-free customer service call center and an eligibility and enrollment center in Denver. The call center and eligibility and enrollment center support multi-channel access through personal visits, mail, fax, phone, email and web portal. In addition to providing these services as the CHP+ vendor, MAXIMUS will also support expansion population as they are introduced by the Department.

In their efforts to provide professional assistance and responsive communications to eligibility sites, MAXIMUS strives to provide a response to all inquiries or requests within two business days of receipt. MAXIMUS has designated staff members (Partner Liaisons) to serve as a direct connection between the eligibility sites. Partner Liaisons provide help desk support via a dedicated toll-free phone line (877-311-4540) and email address ([eemapsupport@maximus.com](mailto:eemapsupport@maximus.com)) for any case processed by MAXIMUS. Please note that the toll-free Liaison Line is only for eligibility site staff. Clients can receive assistance through the customer service toll-free number, 800-359-1991.

The Partner Liaisons also provide assistance and respond to requests through messages from the Data Exchange Server MOVEit, an internet-based portal for the protected transmission of client data. The MOVEit portal is an easy, safe way to transport client data via the web. In addition to providing an alternate communication venue, MOVEit also offers an option to expedite applications for families experiencing emergency medical situations.

Instructions for obtaining access to MOVEit are as follows:

1. Send a request for MOVEit access to [eemapsupport@maximus.com](mailto:eemapsupport@maximus.com) complete with your contact information.
2. Users will be authorized and an account will be created within five business days.
3. The user will receive an e-mail with instructions. They will include a notice that a package will be sent.
4. Users must notify [eemapsupport@maximus.com](mailto:eemapsupport@maximus.com) if they do not receive an e-mail with notification of a package waiting.

5. The initial package will contain a user manual to assist users with using MOVEit. E-mail messages, referred to as “packages” are encrypted during delivery in order to safely communicate protected health information, e.g. ID and social security numbers, names, etc. If you have any questions on this process, you may contact Rebecca Schreiber, Eligibility and Enrollment Contract Manager, at 303-866-3877.

MAXIMUS also developed an interactive voice recognition (IVR) line. Through IVR, providers and clients have the opportunity to check on case information, including application and eligibility status, without having to speak to a customer service representative. With a state ID number or phone number and a date of birth, the following steps can be used to access information: Dial 800-359-1991

Select language:

Press 1 for English

Press 2 for Spanish

Press 3 for all other languages

Public Service Announcement:

Press 1 to listen to the Public Service Announcement

Press 2 to skip the Public Service Announcement

Options:

Press 1 - General information/FAQ – 1

Press 2 - Obtain personal client information – 2

Press 3 - To find a provider – 3

The next steps in the IVR detail information on the case about which you are calling.

MAXIMUS hosts quarterly workgroup sessions for partners to discuss and review operational procedures. The workgroup sessions are also used to address and resolve common issues being encountered at eligibility sites, e.g. the impact of new policies. Webinars are conducted in order to allow meeting participants to call in and follow along with the facilitator using a presentation online. Notices about these workgroups will be emailed to eligibility site partners prior to the meetings. If you would like to be involved with the workgroup, please email [eemapsupport@maximus.com](mailto:eemapsupport@maximus.com) or [jeffreyrgaskill@maxiums.com](mailto:jeffreyrgaskill@maxiums.com) to be added to the distribution list. The workgroup meeting schedule is below.

| Date               | Time                | Subject            |
|--------------------|---------------------|--------------------|
| September 22, 2011 | 10:30 am – 12:00 pm | Manual Enrollments |
| December 22, 2011  | 10:30 am – 12:00 pm | TBD                |
| March 22, 2012     | 10:30 am – 12:00 pm | TBD                |
| June 28, 2012      | 10:30 am – 12:00 pm | TBD                |

Upon invitation, MAXIMUS will participate in any partner meetings and/or conferences that are of importance to Colorado Medical Assistance programs. The meeting/conference requests can also be made to [eemapsupport@maximus.com](mailto:eemapsupport@maximus.com) or [jeffreyrgaskill@maximus.com](mailto:jeffreyrgaskill@maximus.com).

### **Integrated Document Solutions (IDS)**

IDS is a division within Colorado’s State Department of Personnel and Administration that is assisting the Department with the Overflow Application/Redetermination process. The Overflow Application/Redetermination process can assist the county departments of human/social services with

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the increased number of applications/redeterminations submitted to the county offices. The overflow assistance process is specifically for family and children's medical-only applications.

As a part of this process, IDS processes these cases and is responsible for data entry accuracy, timely processing, and verification requests. Additionally, IDS is responsible for the determinations they authorize.

Once eligibility has been determined by IDS, IDS transfers all authorized and denied Medicaid program cases within CBMS to the appropriate county of residence and send the paper case files with a cover sheet on each application/redetermination processed. IDS transfers all authorized CHP+ program cases within CBMS to MAXIMUS, and then sends the paper case files with a coversheet on each application/redetermination processed.

For applicants whose application/redetermination was submitted for processing via the overflow processing route, they may contact IDS directly at:

Email: [IDS.Overflow@state.co.us](mailto:IDS.Overflow@state.co.us)

Customer Service #: 719-948-5757 or 866-436-2765

Fax #: 719-545-1411 (please include CBMS case number and HOH name for tracking purposes)

For more information regarding IDS and the Overflow Application/Redetermination process, please visit our website here: [Overflow process](#). Or, you can find the Overflow process on the Department Web site at:

Colorado.gov/HCPF > Partners & Researchers > County and Medical Assistant Site > Overflow Application Process for Counties

The Department understands the importance of collaboration and has been working closely with individuals from the county departments, MA sites and Department vendors. As such, the Department is continuously looking at ways to improve communication among our partners, stakeholders and vendors.

The Department appreciates your dedication and partnership and look forward to many improvements in the future. If you have any questions or need further information, please contact Heather Hewitt at [heather.hewitt@state.co.us](mailto:heather.hewitt@state.co.us) or 303-866-4429.

Thanks,



Heather Hewitt

County Oversight Liaison and Community Relations Manager

Cc: Susan E. Birch MBA, BSN, RN, Executive Director

Antoinette Taranto, Acting Client and Community Relations Office Director